



Texas Department of Licensing and Regulation

Quarterly Update

January 25, 2013

Smaller, Smarter Government

Beginning February 1, 2013, TDLR will no longer accept new requests to perform Architectural Barriers (AB) inspections. While we may continue to conduct some public sector AB inspections for state leases and other state agencies, we're getting entirely out of the private market, which already performs 96% of the required inspections. This frees up our inspectors to focus on inspections that are best performed by agency staff, and creates more opportunity for the private sector Registered Accessibility Specialists (RAS).

The RAS program is an example of a very successful "Public-Private Partnership." The 400-plus private-sector RAS's licensed by TDLR are more than capable of handling the additional workload, and we welcome the opportunity to help increase their market share. This move aligns with our credo of "Smaller, Smarter Government" and our Core Values of Innovation and Customer Service.

Key Licensing Performance Measures FY 2010-2012

	FY 10	FY 11	FY 12
Percentage of New Individual Licenses Issued Online	63.0%	67.6%	69.7%
Percentage of Individual Licenses Renewed Online	85.0%	91.5%	92.2%
Total Number of Licensed Individuals	416,936	416,390	433,154
Total Number of Licensed Facilities	219,246	223,805	234,352
Total Licensed Population	636,182	640,195	667,506

Executive Office Outreach

- On 16 October, Executive Director Bill Kuntz participated on a state agency leadership panel to discuss “Innovative Ideas to Meet the Challenges of the 83rd Legislature” at the 8th Biennial Legislative Communication Conference sponsored by Strategic Partnerships, Inc. and the University of Texas at Austin’s Lyndon B. Johnson School of Public Affairs.
- On 4 December, Executive Director Bill Kuntz participated in the Governor’s Executive Development Program, Class XXXI.
- On 25 January, Deputy Executive Director Brian Francis participated the 2013 Annual Conference of the Accessibility Professionals Association held in Austin. He was joined by Architectural Barriers Program Manager Bob Posey.

Texas Commission of Licensing and Regulation— Recent Meetings

- The Texas Commission of Licensing and Regulation met on 24 October. The Commission approved TDLR’s Audit Plan for Fiscal Year 2013, and took action on contested cases and motions for rehearing. The Commission also heard public comments on proposed rules for the Electricians program. Video of the meeting is available on the TDLR website at:
<http://real2.license.state.tx.us:554/ramgen/archive/commeet/cm102412.rm?usehostname>
- The Commission met again on 12 December and approved amendments to existing rules to add the Licensed Breeders Advisory Committee to the list of advisory boards. They also approved new appointments and reappointments to the Licensed Breeders Advisory Committee. The Commission heard further public comment on proposed rules for the Electricians program, and took action on contested cases and motions for rehearing. Video of the meeting is available on the TDLR website at:
<http://real2.license.state.tx.us:554/ramgen/archive/commeet/cm121212.rm?usehostname>

Rules Adopted

Chapter 76, Water Well Drillers and Pump Installers

- ◆ Rule Review adopted by Commission on September 26, 2012.

Effective date: October 15, 2012

Chapter 60, Procedural Rules of the Commission and the Department

- ◆ Amendments to add the Licensed Breeders Advisory Committee to the list of advisory boards and designate the date on which the committee will be automatically abolished.

Effective date: January 15, 2013

TDLR's External Outreach Efforts: October 2012 -January 2013

Date	Name/Location	Business/Industry
5 October	Accessibility Professional Association Quarterly Meeting/Dallas	Architectural Barriers
9 October	Water Science & Conservation Redesign of Applications Database, Texas Water Development Board/Austin	Water Well Drillers and Pump Installers
10 October	Texas Environmental Health Association/Austin	Cosmetologists
11-13 October	Texas Automotive Recycler Expo/Austin	Auto Parts Recyclers
16 October	Air Conditioning Contractors of America/Greater Houston Chapter	Air Conditioning and Refrigeration Contractors
20 October	Texas Society of Architects Annual Convention/Austin	Architectural Barriers
28-29 October	John Michael Comedy Hair Show/Houston	Barbers and Cosmetologists
30 October	International Association of Plumbing and Mechanical Officials (IAPMO)/Houston	Air Conditioning and Refrigeration Contractors, Electricians, Plumbers
30 October	Texas Alliance of Groundwater Districts meeting / Conroe	Water Well Drillers and Pump Installers
6 November	Continuing Education outreach session	Air Conditioning & Refrigeration Contractors
9 November	Building Officials Association of Texas meeting/ Amarillo	Air Conditioning & Refrigeration Contractors
9-11 November	Professional Canine Breeders Association annual meeting/Mount Pleasant	Licensed Dog or Cat Breeders
12 November	Air Conditioning Contractors of America/Greater Houston Chapter	Air Conditioning & Refrigeration Contractors
13 November	International Code Council/Brazos Valley Chapter	Electricians
14 November	Houston Sign Industry Task Force meeting/Houston	Electricians
15 November	Texas Rural Appraisers Conference/Austin	Property Tax Professionals
12 December	Wyndham School District/TDCJ Luther Unit, Navasota	Information session for TDCJ offenders attending Air Conditioning & Refrigeration and Electrician classes

TDLR's External Outreach Efforts: October 2012 -January 2013 (cont.)

Date	Name/Location	Industry/Association
12 December	Job Fair @ Bastrop Federal Correctional Institution	Outreach on application and criminal background check process for all license types
13 December	Texas Water Development Board Redesign Application Development Team/Austin	Water Well Drillers and Pump Installers
10 January	Continuing Education Course for Elevator Contractor Responsible Parties/Austin	Provided by Chief Elevator Inspector Lawrence Taylor to Elevator Contractors
15 January	Air Conditioning Contractors of America/Greater Houston Chapter	Air Conditioning & Refrigeration Contractors
16 January	Texas Railroad Commission staff/Austin	Electrical Program requirements
23-24 January	Accessibility Professionals Association Annual Convention/Round Rock	Architectural Barriers
23-25 January	Texas Ground Water Association Trade Show/San Marcos	Water Well Drillers and Pump Installers

The TDLR Culture

Top Workplace in Austin

TDLR was recognized two years in a row by the *Austin American-Statesman* as one of the “Top 25 Midsized Employers in Austin,” based on surveys conducted by Workplace Dynamics LLP.

The surveys asked workers to rate their employers on issues such as leadership and direction, ethics and values, and how well employees are treated.



Texas Quality Award

In 2011, TDLR received a Progress Level award from the Quality Texas Foundation, for demonstrating “a sound, balanced approach to organizational management and performance improvement.”

The Quality Texas Foundation assists businesses, government agencies, and non-profits with improving performance through the use of the Baldrige Criteria for Performance Excellence and other methods that drive efficiency and effectiveness.



Core Values

At TDLR, we are guided by our seven Core Values:

- ***Integrity***
- ***Accountability***
- ***Customer Service***
- ***Open & Free Communication***
- ***Innovation***
- ***Teamwork***
- ***Respect***

These values are the foundation of our agency culture and they reflect what is truly important to our Executive Management, Directors, and staff. We demonstrate these values at every level throughout TDLR, and in every interaction with those that we serve.

Balloon Release

Once a year, TDLR employees purchase balloons for their co-workers as a sign of appreciation, fostering a spirit of giving and camaraderie. These gifts help raise money for the State Employee Charitable Contribution (SECC) fund, supporting local and statewide charities. Over \$7,000 was raised in 2012.

Balloon recipients gather outside of our downtown Austin location for a memorial to honor family, friends, and co-workers who have passed on. This one-of-a-kind event underscores the true spirit of fellowship felt among our employees.



Employee Peer-to-Peer Recognition

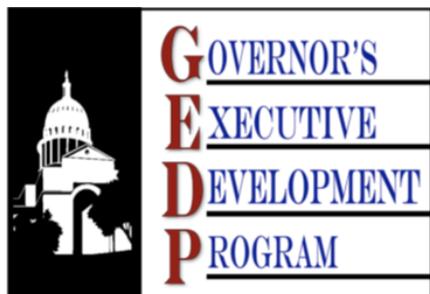
Each year, TDLR employees are able to award one co-worker of their choice with a TDLR “You Can Count on Me” voucher, good for 4 hours of administrative leave.

This award is designed to show co-worker’s appreciation of one another for going above and beyond the call of duty. Peer-to-peer recognition strengthens morale and establishes trust and caring among co-workers, reinforcing our Core Values of Respect and Teamwork.

Employee Recognition Team

Every year at Christmas, TDLR’s Employee Recognition Team (ERT) coordinates “The Giving Tree.” TDLR staff donate gifts to place under the tree, which are then donated to a needy charity selected by staff. This tradition started over ten years ago, with past gift recipients including The Settlement Home, Ronald McDonald House, Lifeworks, Any Baby Can, and Any Soldier Can. In recent years, the ERT also collected toys to donate to Blue & Brown Santa programs in Central Texas.





Town Halls

Throughout the year, TDLR's Executive Director and Deputy Executive Director host "Town Hall" meetings open to the entire staff and broadcast live on the agency's intranet.

Discussions are wide-ranging, and all employees are encouraged to ask questions. TDLR's Executive leadership address upcoming legislative changes, promote new ideas and opportunities, and share their thoughts on where we have been as an agency and where we are headed in the future.



Professional Growth

TDLR Employees can take advantage of online educational resources via **Mindleaders** training and development courses. These courses help develop employee skills essential to professional growth. Certification courses are available in many fields, giving employees an opportunity to add to their resume and develop their expertise.

Ten TDLR directors and managers have graduated from the **Governor's Executive Development Program**, offered by the LBJ School of Public Affairs, and three from the Executive Leadership for Information Technology Excellence (ELITE) program.



Employee Engagement Survey

Since 2002, TDLR employees have participated in the Survey of Employee Engagement created by the Institute for Organizational Excellence at the University of Texas at Austin. The survey is designed to assist leadership by providing information about work force issues that impact the quality of service ultimately delivered to all customers.



Blood Drives

Every 3 months, TDLR staff participate in much-needed blood drives, in cooperation with local sponsors and the Blood and Tissue Center of Central Texas, a not-for-profit organization. TDLR's participating donors accrue points towards its "blood assurance program" which can be used to help cover department employees' blood transfusion costs beyond those costs not covered by insurance.

The Blood and Tissue Center of Central Texas is entirely volunteer and donation-supported. By participating in these blood drives, TDLR helps to ensure that this life-saving gift is available to our neighbors in need.



Game Days

Each year on Administrative Professionals Day, TDLR's Licensing Division holds a "Game Day" to build morale and strengthen teamwork, but most of all to celebrate our hard-working employees. Events and refreshments are paid for by Licensing managers, while the planning and execution also serves as a team building activity for the managers. Game Days are a great example of TDLR's Core Values of Teamwork and Respect.



Employee Appreciation Day

Each year, the TDLR management team shows appreciation for the hard-working staff by hosting a luncheon in their honor.

The Employee Recognition Team sponsors fundraisers throughout the year to pay for the food served at the luncheon. Service awards are presented and achievements highlighted in a convivial, family-like atmosphere of sharing.

SECC: A Culture of Giving

TDLR was recognized in 2011 as one of the top contributors to the State Employee Charitable Campaign (SECC), the only authorized workplace campaign for state agency and higher education employees in Texas. TDLR received the Capital Area SECC award for “Highest Percent Participation.”

In 2011, the SECC raised more than \$9.3 million for charitable organizations throughout the state.

Salute to Military Veterans

Each Veterans Day, TDLR honors our employees who served our country in uniform.

We host a program open to all employees, thanking our Veterans for their dedication and service to our country.

As of 2012, TDLR employs 44 Veterans of each of the 5 services—Navy, Marines, Air Force, Army, and Coast Guard, accounting for 12% of our overall workforce.



Special Services for Military & Spouses

TDLR values the contributions of the men and women who serve in our armed forces.

The Texas Legislature and TDLR have established a number of provisions for licensees who are on active duty, and for spouses of active duty personnel, including:

- * Additional time to complete continuing education;
- * Additional time to renew licenses while on active duty;
- * Expedited licenses for spouses and those serving on active duty.

